

TAC MEETING MINUTES

TECHNICAL ADVISORY COUNCIL A Subcommittee of the Commission on Technology

Friday, December 3, 2014
10:00 AM - 1:00 PM

ARIZONA SUPREME COURT
Administrative Office of the Courts
1501 W. Washington
Phoenix, AZ 85007

Conference Room 230

MEMBERS PRESENT

Ron Bitterli
Valerie Burns
Jennifer Gilbertson
Karl Heckart, *Chair*
Laura Johnston
Randy Kennedy
Cary Meister (*Nick Felber, proxy*)
Tom Moseley
Jared Nishimoto*
Kyle Rimel
Thomas Watson

GUESTS

Sean Abrigo*, *Pima Clerk's Office*
Dean Hammel, *Pima Superior Court*
John Hudson, *Gilbert Presiding Judge*
Van Le, *Gilbert Municipal Court*
Casey Streeter*, *Cochise Superior Court*
Sam Watson, *Yuma Juvenile*

MEMBERS ABSENT

Mohyeddin Abdulaziz
Paul Coulombe
Charles Drake
James Towner

AOC STAFF

Stewart Bruner, *ITD*
Eric Ciminski, *ITD*
Rod Franklin*, *ITD*
Tina Knezovich-Hladik*, *ITD*
Lou Ponesse, *ITD*
Jason Shumberger, *ITD*

* indicates appeared via telephone

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WELCOME, INTRODUCTIONS, AND OPENING REMARKS

Karl Heckart

Karl Heckart, chair of the Technical Advisory Council (TAC), called the meeting to order at 10:05 a.m. He conducted a roll call of those present in the room and on the phone.. After staff member Stewart Bruner confirmed that a quorum existed, he called members' attention to the list of meeting dates for 2015. Karl then requested discussion or a motion regarding the minutes of the October 3rd, 2014 TAC meeting.

MOTION

A motion was made and seconded to accept the minutes of the October 3, 2014 TAC meeting as written. The motion passed unanimously.

UPDATE

TECHNOLOGY REFRESH PROJECT FORUM

TRP Team Members

Lou Ponesse, Customer Support Center Manager at the Administrative Office of the Courts (AOC), reported on the general progress of the Technology Refresh Project (TRP), focusing on recent activities in Yavapai and Navajo Counties. He reviewed several persistent issues and provided the status of their resolutions. Lou praised the effort of the field trainers thus far then asked representatives from Pinal, Yuma, and Yavapai courts to share their experiences following the refresh. Members whose courts have not yet been refreshed shared their concerns about various items and received advice from those whose courts have already completed. Following a horror story about swapping out a Vista PC dedicated to courtroom recording with another Vista PC, a suggestion was made to “pre-stage” at least one redeployed computer in each court to speed the process when necessary. Karl stated that FTR recently reversed direction on Windows 8.1 support and sped up their timeline.

Members responded to Karl's question about the reasons for local resistance to the collaboration tools inherent in the new Office suite, specifically Lync and OneDrive. He paralleled the adverse reaction to the beginning of e-mail 20 years ago and recounted the advantages of OneDrive for Business over the various consumer cloud offerings already in use at courts all over the state. After hearing the potential issues shared by several members and a general discussion about technology being blamed for management issues, Karl felt it best to continue to implement the tools then react to specific issues that actually occur rather than pulling back in fear of events that may potentially happen. He encouraged creation of local policies governing appropriate use so employees know where they stand with management. Val Burns warned members to consider the impact on morale of continually saying no to technology advances in the false hope of eliminating distractions and increasing employee productivity.

Members mentioned their satisfaction with the regular McAfee threat reports they are receiving for servers on which AOC has administrative rights.

UPDATE

IMPACT OF NETWORK-ATTACHED DEVICES

Karl Heckart

Karl recapped the discussion from past meetings about single-function devices on AJIN which is ultimately headed to COT's annual meeting for resolution, since it involves financials. He reviewed what he learned from the updated table of devices and their impacts returned to staff after last meeting. He then proposed for discussion a three-tier pricing model: Tier 1 for devices

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that use a network port, create only local traffic, and never require AOC support; Tier 2 for server-type devices that generate network traffic that goes beyond the local subnet and require some level of AOC support; and Tier 3 for traditional ACAP devices placed by the AOC that receive full support. Members then tested the validity of the categories for various specific devices in their local inventory. They requested detail for every device included in each billing in order to reconcile it against their inventory. Karl agreed and stated that user licenses will also need to be reconciled at least once a year as part of the subscription model. Stewart will add definitions of the tiers and return the “doorknockers” table to members to estimate the impact of the potential tiered pricing on their courts before further discussion at the March meeting.

UPDATE

KEY PROJECT UPDATES

Karl Heckart

Karl provided brief updates on various high priority projects AOC is involved with including:

- The fate of AmCad’s products in the wake of their recent bankruptcy winner-take-all sale to Granicus. Karl shared that only eAccess and eUniversa fit the Granicus business model. He is holding talks with the new owner to review the contract details and determine the next steps. Though both projects continue moving forward, his concern is that the vendor could end support after demand for the product is created with the public, leaving the courts in a very difficult situation.
- AJACS general jurisdiction (GJ) enhancement work in Version 3.9. The goal is to get both GJ and limited jurisdiction (LJ) courts on the same codeset at Version 3.11. That version is completing testing in preparation for a year-end release in support of the pilot court, Apache Junction Municipal. The code will then be checked against the GJ functionality. Several Pima LJ courts have requested to be at the front of the line for AJACS. Karl discussed the advantage of having a justice court pilot AJACS and the condition of AOC-East resources. Members questioned the length of the LJ rollout, training, and data conversion effort. Karl continues to believe it will take four full years.
- Expanding the eBench Pima implementation. Laura Johnston shared plans and summarized efforts to adjust lighting in courtrooms for touchscreen monitors. Discussion and investigation are underway regarding data loading for the juvenile bench to adopt eBench.
- Progress with Online Processing for eCitations (pre-adjudication). Eric Ciminski updated members on Xerox’s development effort to work with AJACS to be implemented first in Tucson. He added that the goal is to start with a manageable scope and work up to the full FARE process over time, since Xerox is the FARE vendor.
- Disaster recovery’s fork in the road as DES moves to the IO Data Center facility in North Scottsdale. One option is to replicate data to another government facility when DES abandons their facility and the other is to implement a full disaster recovery arrangement for all statewide applications at IO. AOC is working on pricing for COT to consider at the annual meeting in June.

UPDATE

STATEWIDE ONBASE ADMINISTRATORS’ UPDATE

Stewart Bruner

In Jethro Sheridan’s absence, Stewart shared the implementation and support timeline for OnBase 14, the next update being tested for integration with AJACS statewide. He indicated that the current OnBase support contract ends August 3, 2015. Work is underway on an RFP for the next contract. Karl warned members to keep maintenance up to date and get upgrades accomplished sooner because financial pressures on counties could be increased by the

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Legislature next fiscal year. Stewart handed out updated facts and figures about the progress of the OnBase 13 upgrades and populating the central document repository (CDR) using the document transfer module (DTM) for day-forward and historical documents.

Thom Watson expressed frustration about database scripts crafted and run by AOC but never shared with local resources whose business problems they are solving. Other members added their script-related disappointments and feelings of strained relations with AOC resources. Karl pointed out that a balance has to exist between legitimate quality assurance and “techie wars” in order for progress to be made on behalf of the business. Karl agreed to speak with AOC DBAs about the situation and emphasized that testing should be the ultimate measure of success for any script.

UPDATE

PIMA PRIORITY PROJECT UPDATES

Sean Abrigo
Laura Johnston

Due to the lateness of the hour and the length of the Pima material, Laura Johnston requested to defer the priority projects presentation to the March 6 meeting. The chair agreed. Laura then described the need for a conciliation court automation product at Pima Superior Court. The court is leaning toward building one on top of Microsoft Dynamics and is willing to share the finished product with other courts.

CALL TO THE PUBLIC

Karl Heckart

Thom Watson and Val Burns both said their goodbyes to the council for different reasons.

After hearing no further discussion from members or the public, the chair entertained a motion to adjourn the meeting at 12:30 p.m.

Upcoming Meetings:

March 6, 2015

AOC – Conference Room 119

May 8, 2015

AOC – Conference Room 230

MEETING ADJOURNED

12:30 PM